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June 22, 2015

PURSUANT TO 47 C.F.R. § 0.459

Marlene H. Dortch Secretary Federal Communications Commission 445 12th Street, SW Washington, DC 20554

Re: CG Docket 03-123

Dear Ms. Dortch:

671 released on June 9, 2015 ("Public Notice"). its telephone companies, hereby submits this request for confidential treatment of information Information Act ("FOIA") and the Commission's Rules related to public information and inspection of records, e.g. 47 C.F.R. §§ 0.457 and 0.459, AT&T Services Inc. ("AT&T"), on behalf of itself and of Confidential Information Submitted to the Commission, GC Docket No. 96-55 (FCC 98-184), provided by AT&T to the Federal Communications Commission in response to Public Notice DA 15released Aug. 4, 1998 ("Confidential Information Order") and in accordance with the Freedom of Pursuant to the Commission's decision in Examination of Current Policy Concerning the Treatment

Statement pursuant to 47 C.F.R. § 0.459(b)

Ξ Identification of the specific information for which confidential treatment is sought.

Relay, video relay service (VRS)). This information is confidential commercial information under Exemption 4 of the FOIA, 5 U.S.C. § 552(b)(4). Accordingly, pursuant to Commission C.F.R. §64.604(c)(5)(iii)(I), provides for such confidentiality. financial information will remain confidential. Further, Commission Rule 64.604(c)(5)(iii)(I), 47 inspection. AT&T, as a TRS provider, has an expectation that its confidential business and Rule 0.459(a), AT&T requests that such information not be made routinely available for public TRS, speech-to-speech (STS), captioned telephone service (CTS), Internet protocol (IP) CTS, IP The Public Notice seeks the total number of interstate relay calls by type of TRS (i.e., traditional

B submitted or a description of the circumstances giving rise to the submission Identification of the Commission proceeding in which the information was

The information is being provided in response to the Public Notice identified above, as part of AT&T's submission of complaint logs.

£ to competition; and Explanation of the degree to which the information concerns a service that is subject

Service, 97 F.3d 367, 371 (9th Cir. 1996); Gulf & Western Indus. v. U.S., 615 F.2d 527, 530 (D.C. should compel the Commission to withhold the information from public disclosure. CNA competition and the likelihood of competitive injury threatened by release of the information for the provision service in competition with other TRS providers. The presence of such service is a competitive business with the potential for providers to bid for contracts with States Financial Corp. v. Donovan, 830 F.2d 1132, 1152 (D.C. Cir. 1987); Frazee v. U.S. Forest The information provided involves intrastate and interstate TRS provided by AT&T. Relay

- contains a trade secret or is privileged. Explanation of the degree to which the information is commercial or financial, or
- ট competitive harm. Explanation of how disclosure of the information could result in substantial

confidential commercial information of its regulatees under FOIA Exemption 4. interest requiring disclosure, and the Commission has a longstanding policy of protecting the privileged commercial and financial information of a person unless there is an overriding public Exemption 4 requires a federal agency to withhold from public disclosure confidential or

information provided by AT&T falls within Exemption 4. from disclosure under Exemption 4. Under both Critical Mass and National Parks, the substantially harmed. If the information meets the requirements of either prong, it is exempted position of the person from whom the information was obtained would be impaired or obtain necessary information in the future. The second prong asks whether the competitive first prong asks whether disclosing the information would impair the government's ability to two part test for determining if information qualifies for withholding under Exemption 4.2 The public by the submitter.' For materials not subject to Critical Mass, National Parks establishes a must be withheld from public disclosure if such information is not customarily disclosed to the 4. Under Critical Mass, commercial information that is voluntarily submitted to the Commission Two lines of cases have evolved for determining whether agency records fall within Exemption

competitive position of AT&T, if AT&T does not follow through with current plans to exit the assist in targeting their request for proposal responses to States to the detriment of the to keep the information confidential. Competitors could use the confidential information to Commission rule 64.604(c)(5)(iii)(I), 47 C.F.R. §64.604(c)(5)(iii)(I), requires the Administrator Although AT&T is required to disclose its relay calls to the Interstate TRS administrator, disclosed to parties outside the company. Disclosure would subject AT&T to competitive harm. customarily released to the public, is maintained on a confidential basis, and is not ordinarily The quantity of TRS calls, by type, being provided in response to the Public Notice is not

¹ Critical Mass Energy Project v. NRC, 975 F.2d 871, 879 (D.C. Cir. 1992).

² National Parks & Conservation Assoc. v. Morton, 498 F.2d 765 D.C. Cir. (1974) ("National Parks").

Marlene H. Dortch June 22, 2015 Page 3

relay business. See, e.g., GC Micro Corp. v. Defense Logistics Agency, 33 F. 3d 1109 (9th Cir. 1994).

to keep such information confidential to the maximum extent possible. The Commission has result from the disclosure of confidential business information that gives competitors insight into under Exemption 4.3 Specifically, the Commission has recognized that competitive harm can regulatees at a competitive disadvantage."5 responsibilities does not result in the unnecessary disclosure of information that might put its provided the assurances that it is "sensitive to ensuring that the fulfillment of its regulatory procedures established by the Commission and other governmental agencies recognize the need Satellite Corporation, FOIA Control Nos. 85-219, 86-38, 86-41 (1986).4 The protective a company's costs, pricing plans, market strategies, and customer identities. See Pan American Commission precedent has clearly found competitively sensitive information to be withholdable

obtain documents and information in investigations and enforcement proceedings. It would, in rely on the cooperation of parties, which would necessarily impair the Commission's ability to AT&T would not voluntarily provide the information to the Commission if it does not remain confidential and is subject to a FOIA request. Thus, disclosing this information would hamper short, undermine the agency's "effective execution of its statutory responsibilities." 9 to 5 Org the general ability of the Commission to analyze information and conduct investigations and to providers to file the number of relay calls with the complaint logs, the Commission asks for such information, ostensibly to evaluate the number of complaints relative to the number of calls. Commission Rule Section 64.604(c)(1). Although this Commission rule does not require The Public Notice reminds relay providers of their obligation to file complaint logs under Disclosure also will impair the Commission's ability to obtain similar information in the future

Request for Inspection of Records, 45 RR 2d 1705 (1979) (keeping confidential records that contained employee salary information); Mercury PCS II, LLC (Request for Inspection of 241 (2000) (keeping confidential marketing plans and strategy information). Records) Omnipoint Corporation (Request for Confidential Treatment of Documents), FCC 00accounting records showing account balance information); NAACP Legal Defense Fund on strategies); AT&T/McCaw Merger Applications, 9 FCC Rcd 2610 (1994) (keeping confidential administrative operating expenses confidential because it would provide insight into business confidentiality for collocation data); Local Exchange Carrier's Rates, Terms and Conditions for ³ See, e.g., Pacific Bell Telephone Company Petition for Pricing Flexibility for Special Access and Dedicated Transport Services, CCB/CPD No. 00-23, DA 00-2618 (2000) (supporting Transport; Southwestern Bell Telephone Company, 13 FCC Rcd 13615 (1998) (keeping Expanded Interconnection Through Virtual Collocation for Special Access and Switched

Control No. 92-149, Memorandum Opinion and Order, at 3 (1993). The Commission's decision was upheld in a memorandum opinion of the U.S. Court of Appeals for the D.C. Circuit, which affirmed determined. Allnet Communications Services, Inc. Freedom of Information Act Request, FOIA ⁴ Further, the Commission has ruled that not only should such data be protected, but also that a U.S. District Court decision protecting the information. Allnet Communications Services, Inc. v. information must be protected through which the competitively sensitive information can be FCC, Case No. 92-5351 (memorandum opinion issued May 27, 1994, D.C. Cir.).

⁵ Confidential Information Order at ¶ 8.

policy and maintaining effective export controls). voluntarily submit when seeking export licenses and that the agency finds invaluable in making would impinge upon agency's receipt of substantial information that potential exporters for Women Ofce Workers v. Board of Governors, 721 F2.s 1, 11 (1st Cir. 1983). See also Africa Fund v. Mosbacher, No. 92-289, 1993 WL 183736 at *7 (S.D.N.Y. May 26,1993) (disclosure

- 9 disclosure; and Identification of any measures taken by the submitting party to prevent unauthorized
- 9 any previous disclosure of the information to third parties. Identification of whether the information is available to the public and the extent of

information on a need-to-know basis. employees not to disclose such information outside the company and restrict access to this by rule, is not ordinarily disclosed to parties outside the company. Company practices instruct disclosure to the Interstate TRS Administrator that is required by law but subject to confidentiality This information has been maintained on a confidential basis within AT&T and, except for the

should not be available for public disclosure. Justification of the period during which the submitting party asserts that material

for such a purpose. AT&T cannot determine at this time any date on which the information would become "stale" would provide a basis for AT&T's competitors to gain insight into AT&T's business operations for an indefinite period. Confidential treatment must be afforded these materials as long as they The information and documents provided in response to the Inquiries must be kept confidential

Conclusion

information to AT&T pursuant to Section 0.459(e) of the Rules. information confidential, AT&T respectfully requests that the Commission return the financial information of AT&T. If the Commission is unable for any reason to keep this disclosure pursuant to Section 0.459 of the Commission's Rules the proprietary commercial and For all the foregoing reasons AT&T requests that the Enforcement Bureau withhold from public

Sincerely,

Larry E. Jones



Vonda Long-Dillard Associate Director Federal Relations

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June 22, 2015

CONFIDENTIALITY REQUESTED PURSUANT TO 47 C.F.R. § 0.459

REDACTED

Via ECFS

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

through May 31, 2015 CG Docket 03-123 AT&T Submission of TRS Consumer Complaint Logs, Period June 1, 2014

Dear Ms. Dortch:

standards for the time period June 1, 2014 through May 31, 2015 of TRS Consumer Complaint Logs alleging a violation of federal TRS mandatory minimum Public Notice DA 15-671 released on June 9, 2015, AT&T hereby submits its Annual Summary Pursuant to the Federal Communications Commission ("FCC") Rule Section 64.604(c)(1) and

is also the current contracted relay provider for the following: In addition to providing interstate traditional TRS and interstate captioned telephone service, AT&T

- Arizona Captioned telephone service and traditional TRS (through 1/31/15)
- California Traditional TRS
- Colorado Captioned telephone service and traditional TRS
- Florida Captioned telephone service and traditional TRS (through 2/28/15)
- Michigan Captioned telephone service and traditional TRS (through 2/5/15)
- Pennsylvania Traditional TRS (through 12/16/14)
- Tennessee Traditional TRS
- Virginia Traditional TRS
- traditional TRS (through 7/10/14) Washington, DC - Captioned telephone service (through 10/23/14) and

alleging a violation of the TRS rules for their individual filing AT&T has provided to each Relay Administrator a log and summary of customer complaints

is exempt from disclosure under FOIA exemption 4. 0.459 of the Commission rules, AT&T requests confidential treatment of this information because it As requested in the Public Notice, AT&T has provided in the attached chart the number of interstate calls by type of TRS that it handled during the reporting period. Pursuant to Section

REDACTED



If you have any questions, please do not hesitate to contact me.

Respectfully submitted,

Vonda T. Long Dillard

Attachment

AT&T RELAY SERVICES

2014 - 2015 CAPTEL ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



Summary by Category

, , , , , , , , , , , , , , , , , , , ,				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY			3	1	1		1						6
SPEED OF ANSWER													0
CA CHANGE													0
CA GENDER													0
VERBATIM													0
REAL TIME													0
60 WPM													0
911			1										1
сос													0
CA SPELL-TYPE-GRAMMAR				1	1								2
SEQUENCE													0
3-WAY													0
CALL RELEASE													0
SPEED DIAL													0
RATES													0
TOTAL	0	0	4	2	2	0	1	0	0	0	0	0	9

June 12 2015

AT&T RELAY SERVICES 2014 - 2015 TRS ANNUAL SUMMARY OF CONSUMER COMPLAINTS



June 1, 2014 through May 31, 2015

				2014						2015]
CALIFORNIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	2	0	0	0	0	0	0	0	0	0	2
TTY	0	1	2	2	0	1	1	1	1	1	1	0	11
TOTAL	0	1	4	2	0	1	1	1	1	1	1	0	13
DISTRICT OF COLUMBIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	Contract tro	ansition									0
TTY	0	0											0
TOTAL	0	0											0
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	1	0	1
TOTAL	0	0	0	0	0	0	0	0	0	0	1	0	1
ARIZONA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	Contract to	ransition			0
TTY	0	0	1	0	0	0	0	1					2
TOTAL	0	0	1	0	0	0	0	1					2
FLORIDA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	1	0	0	0	0	0	0	Contract tro	ansition		1
TTY	0	0	0	0	0	0	0	0	0				0
TOTAL	0	0	1	0	0	0	0	0	0				1
PENSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	Contract tr	ansition				0
TTY	0	0	2	1	0	0	0		1				3
TOTAL	0	0	2	1	0	0	0						3
			_	_	-								
MICHIGAN	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	Contract ti	ransition			0
TTY	1	0	0	0	0	0	0	0					1
TOTAL	1	0	0	0	0	0	0	0					1
					-								_

AT&T RELAY SERVICES





June 1, 2014 through May 31, 2015

COLORADO	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TENNESSEE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
AT&T OTHER	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL - All Contracts	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	3	0	0	0	0	0	0	0	0	0	3
TTY	1	1	5	3	0	1	1	2	1	1	2	0	18
TOTAL	1	1	8	3	0	1	1	2	1	1	2	0	21

Note:

- 1) AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined.
- 2) ALL Contracts totals all complaints from all reported state services and AT&T Other category.
- 3) CG Docket No. 03-123: The Federal Communications Commission requires state TRS programs and interstate TRS providers to collect and maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards. This report contains only those complaints, and does not include other contacts, comments or inquiries from relay customers.

AT&T LONG DISTANCE RELAY SERVICE & NON- CONTRACT STATES 2014 - 2015 TRS ANNUAL SUMMARY OF CONSUMER COMPLAINTS



June 1, 2014 through May 31, 2015

				2014						2015			
AT&T LONG DIST & NON CONTRACT	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

AT&T LONG DISTANCE RELAY SERVICE & NON-CONTRACT STATES Summary by Category

				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED OF ANSWER	0	0	0	0	0	0	0	0	0	0	0	0	0
CA CHANGE	0	0	0	0	0	0	0	0	0	0	0	0	0
CA GENDER	0	0	0	0	0	0	0	0	0	0	0	0	0
VERBATIM	0	0	0	0	0	0	0	0	0	0	0	0	0
REAL TIME	0	0	0	0	0	0	0	0	0	0	0	0	0
60 WPM	0	0	0	0	0	0	0	0	0	0	0	0	0
911	0	0	0	0	0	0	0	0	0	0	0	0	0
сос	0	0	0	0	0	0	0	0	0	0	0	0	0
CA - SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0	0	0	0	0	0
SEQUENCE	0	0	0	0	0	0	0	0	0	0	0	0	0
3 WAY	0	0	0	0	0	0	0	0	0	0	0	0	0
CALL RELEASE	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED DIAL	0	0	0	0	0	0	0	0	0	0	0	0	0
RATES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0



AT&T RELAY SERVICES

2014 – 2015 TRS FCC Annual Consumer Summary Log **AT&T Long Distance Relay & Non-Contract States**

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014 – Nothing to report.

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 – Nothing to report.

January 2015 – Nothing to report.

February 2015 – Nothing to report.

March 2015 – Nothing to report.

April 2015 – Nothing to report.

May 2015 – Nothing to report.

ARIZONA RELAY SERVICES 2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through January 31, 2015



				2014						2015			
ARIZONA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	Contract tre	ansition			0
TTY	0	0	1	0	0	0	0	1					2
TOTAL	0	0	1	0	0	0	0	1					2

ARIZONA RELAY SERVICE

Summary by Category

				2014						2015			
Category	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	1	0	0	0	0	1	Contract tr	ansition			2
SPEED OF ANSWER	0	0	0	0	0	0	0	0					0
CA CHANGE	0	0	0	0	0	0	0	0					0
CA GENDER	0	0	0	0	0	0	0	0					0
VERBATIM	0	0	0	0	0	0	0	0					0
REAL TIME	0	0	0	0	0	0	0	0					0
60 WPM	0	0	0	0	0	0	0	0					0
911	0	0	0	0	0	0	0	0					0
coc	0	0	0	0	0	0	0	0					0
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0					0
SEQUENCE	0	0	0	0	0	0	0	0					0
3 WAY	0	0	0	0	0	0	0	0					0
CALL RELEASE	0	0	0	0	0	0	0	0					0
SPEED DIAL	0	0	0	0	0	0	0	0					0
RATES	0	0	0	0	0	0	0	0					0
TOTAL	0	0	1	0	0	0	0	1	0	0	0	0	2



ARIZONA RELAY SERVICE

2014 – 2015 TRS FCC Annual Consumer Summary Log

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014

TTY 2014, August 20 (Availability)

The customer complained that he/she experiences difficulty reaching Arizona Relay.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, August 20

FCC: Availability

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 – Nothing to report.

January 2015

TTY 2015, January 25 (Availability)

The customer complained that CA s refused to place his/her relay calls

Category: Attitude and Manner

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Further investigation indicates that four calls were placed from back telephone

number and no calls received that were not completed

Contact Closed: 2015, January 25

FCC: Availability

February 2015 - May 2015 - CONTRACT TRANSITION TO NEW PROVIDER



FCC Annual Consumer Complaint Summary Log JUNE 2014 through JANUARY 2015

ARIZONA CAPTEL RELAY

June 2014

Nothing to report

July 2014

Nothing to report

August 2014

Nothing to report

September 2014

Nothing to report

October 2014

Nothing to report

November 2014

Nothing to report

December 2014

Nothing to report

January 2015

Nothing to report

ARIZONA CAPTEL RELAY SERVICE FCC Annual Consumer Complaint Summary



June 2014 through January 2015

CapTel	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Total
Availability	0	0	0	0	0	0	0	0					0
Speed of Answer	0	0	0	0	0	0	0	0					0
CA Change	0	0	0	0	0	0	0	0					0
CA Gender	0	0	0	0	0	0	0	0					0
Verbatim	0	0	0	0	0	0	0	0					0
Real Time	0	0	0	0	0	0	0	0					0
60 WPM	0	0	0	0	0	0	0	0					0
911	0	0	0	0	0	0	0	0					0
COC	0	0	0	0	0	0	0	0					0
CA	0	0	0	0	0	0	0	0					0
Sequence	0	0	0	0	0	0	0	0					0
3 Way Calling	0	0	0	0	0	0	0	0					0
Call Release	0	0	0	0	0	0	0	0					0
Speed Dial	0	0	0	0	0	0	0	0					0
Rates	0	0	0	0	0	0	0	0					0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0



2014 – 2015 TRS FCC Annual Consumer Summary Log CALIFORNIA RELAY SERVICE

June 2014 – Nothing to report.

July 2014

TTY 2014, July 21 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Apologized for any inconvenience. Explained Carrier of Choice through relay.

Contact Closed: 2014, July 21

August 2014

TTY 2014, August 1 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice

Category: Billing/Rate

Escalation: Received by the National Customer Care Center and handled by the Account Manager.

Resolution: Apologized and explained COC options when using relay.

Contact Closed: 2014, August 1

Voice 2014, August 1 (Gender Request)

being female. The customer complained that a male ca processed his/her call after being profiled with ca preference

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Apologized for his/her inconvenience. Customer was unable to provide CA number.

Contact Closed: 2014, August 1

TTY 2014, August 17 (Verbatim)

The customer complained that the CA did not type the correct words and then the CA had hung up on

Category: CA Hung up on me

Escalation: Received by the Pennsylvania Relay Center and handled by the same

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: 2014, August 17

Voice 2014, August 22 (Verbatim)

The customer complained the CA did not follow instructions (did not repeat his/her conversation).

Category: Attitude and Manner

Escalation: Received by the National Customer Care Center and handled by the same

up accordingly. Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

Contact Closed: 2014, August 22



September 2014

TTY 2014, September 17 (Verbatim)

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for any inconvenience. Call record received. No CA number similar to the CA

number provided by customer.

Contact Closed: 2014, September 17

TTY 2014, September 18 (Verbatim)

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: 2014, September 18

October 2014 – Nothing to report.

November 2014

TTY 2014, November 6 (Speed Dialing Functionality)

The customer complained that his/her Relay Choice Profile did not show up.

Category: Technical Related

Escalation: Received by the Pennsylvania Relay Center and handled by the same

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, November 6

December 2014

TTY 2014, December 11 (Verbatim)

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: : Apologized for the inconvenience, and assured the customer the CA's manager would

follow up accordingly.

Contact Closed: 2014, December 11

January 2015

TTY 2015, January 9 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice

Category: Other (Misc)



Escalation: Received by the Pennsylvania Relay Center and handled by the same

Resolution: Apologized for inconvenience. Explained carrier of choice through relay.

Contact Closed: 2015, January 9

February 2015

TTY 2015, February 7 (Gender Request)

The customer complained that the CA did not comply with his/her CA gender request

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow

up accordingly.

Contact Closed: 2015, February 7

March 2015

TTY 2015, March 4 (Availability)

The customer complained that he/she experienced issues when trying to reach the relay service by

dialing 711.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2015, March 4

April 2015

TTY 2015, April 3 (Gender Request)

The customer complained that the CA did not check to see if a female CA was available.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Investigation indicates call was transferred and completed by female CA.

Contact Closed: 2015, April 3

May 2015 -- Nothing to report.

CALIFORNIA RELAY SERVICES 2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



				2014						2015			
CALIFORNIA	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	2	0	0	0	0	0	0	0	0	0	2
TTY	0	1	2	2	0	1	1	1	1	1	1	0	11
TOTAL	0	1	4	2	0	1	1	1	1	1	1	0	13

CALIFORNIA Summary by Category

				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	0	0	1	0	0	1
SPEED OF ANSWER	0	0	0	0	0	0	0	0	0	0	0	0	0
CA CHANGE	0	0	0	0	0	0	0	0	0	0	0	0	0
CA GENDER	0	0	1	0	0	0	0	0	1	0	1	0	3
VERBATIM	0	0	2	2	0	0	1	0	0	0	0	0	5
REAL TIME	0	0	0	0	0	0	0	0	0	0	0	0	0
60 WPM	0	0	0	0	0	0	0	0	0	0	0	0	0
911	0	0	0	0	0	0	0	0	0	0	0	0	0
coc	0	1	1	0	0	0	0	1	0	0	0	0	3
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0	0	0	0	0	0
SEQUENCE	0	0	0	0	0	0	0	0	0	0	0	0	0
3 WAY	0	0	0	0	0	0	0	0	0	0	0	0	0
CALL RELEASE	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED DIAL	0	0	0	0	0	1	0	0	0	0	0	0	1
RATES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	4	2	0	1	1	1	1	1	1	0	13

COLORADO RELAY SERVICE 2014 - 2015 TRS FCC ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



				2014						2015			
COLORADO	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

COLORADO RELAY SERVICE Summary by Category

				2014						2015			•
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED OF ANSWER	0	0	0	0	0	0	0	0	0	0	0	0	0
CA CHANGE	0	0	0	0	0	0	0	0	0	0	0	0	0
CA GENDER	0	0	0	0	0	0	0	0	0	0	0	0	0
VERBATIM	0	0	0	0	0	0	0	0	0	0	0	0	0
REAL TIME	0	0	0	0	0	0	0	0	0	0	0	0	0
60 WPM	0	0	0	0	0	0	0	0	0	0	0	0	0
911	0	0	0	0	0	0	0	0	0	0	0	0	0
coc	0	0	0	0	0	0	0	0	0	0	0	0	0
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0	0	0	0	0	0
SEQUENCE	0	0	0	0	0	0	0	0	0	0	0	0	0
3 WAY	0	0	0	0	0	0	0	0	0	0	0	0	0
CALL RELEASE	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED DIAL	0	0	0	0	0	0	0	0	0	0	0	0	0
RATES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0



2014 – 2015 TRS FCC Annual Consumer Summary Log **COLORADO RELAY SERVICE**

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014 – Nothing to report.

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 - Nothing to report.

December 2014 –Nothing to report.

January 2015 – Nothing to report.

February 2015 – Nothing to report.

March 2015 – Nothing to report.

April 2015 – Nothing to report.

May 2015 – Nothing to report.



COLORADO CAPTEL RELAY SERVICE 2014 – 2015 Annual Consumer Summary

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014 – Nothing to report.

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 –Nothing to report.

January 2015 – Nothing to report.

February 2015 – Nothing to report.

March 2015 – Nothing to report.

April 2015 – Nothing to report.

May 2015 – Nothing to report.

COLORADO CAPTEL RELAY SERVICE



CAPTEL FCC Annual Consumer Complaint Summary June 2014 through May 2015

				2014						2015			
COLORADO	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Captel	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

COLORADO CAPTEL RELAY SERVICE Summary by Category

				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Availability	0	0	0	0	0	0	0	0	0	0	0	0	0
Speed of Answer	0	0	0	0	0	0	0	0	0	0	0	0	0
CA Change	0	0	0	0	0	0	0	0	0	0	0	0	0
CA Gender	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0	0	0
Real Time	0	0	0	0	0	0	0	0	0	0	0	0	0
60 WPM	0	0	0	0	0	0	0	0	0	0	0	0	0
911	0	0	0	0	0	0	0	0	0	0	0	0	0
COC	0	0	0	0	0	0	0	0	0	0	0	0	0
CA	0	0	0	0	0	0	0	0	0	0	0	0	0
Sequence	0	0	0	0	0	0	0	0	0	0	0	0	0
3 Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0
Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0
Speed Dial	0	0	0	0	0	0	0	0	0	0	0	0	0
Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0



DISTRICT OF COLUMBIA CAPTEL 2014 - 2015 CAPTEL ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015

				2014						2015			
DISTRICT OF COLUMBIA	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	Contract t	ransition									0
TTY	0	0											0
TOTAL	0	0											0

DISTRICT OF COLUMBIA CAPTEL RELAY SERVICE Summary by Category

				2014						2015			
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	Contract t	ransition									0
SPEED OF ANSWER	0	0											0
CA CHANGE	0	0											0
CA GENDER	0	0											0
VERBATIM	0	0											0
REAL TIME	0	0											0
60 WPM	0	0											0
911	0	0											0
coc	0	0											0
CA SPELL-TYPE-GRAMMAR	0	0											0
SEQUENCE	0	0											0
3 WAY	0	0											0
CALL RELEASE	0	0											0
SPEED DIAL	0	0											0
RATES	0	0											0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0



DISTRICT OF COLUMBIA RELAY SERVICES 2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015

				2014						2015			
DISTRICT OF COLUMBIA	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	Contract t	ransition									0
TTY	0	0											0
TOTAL	0	0											0

DISTRICT OF COLUMBIA RELAY SERVICE Summary by Category

				2014						2015			
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	Contract t	ransition									0
SPEED OF ANSWER	0	0											0
CA CHANGE	0	0											0
CA GENDER	0	0											0
VERBATIM	0	0											0
REAL TIME	0	0											0
60 WPM	0	0											0
911	0	0											0
coc	0	0											0
CA SPELL-TYPE-GRAMMAR	0	0											0
SEQUENCE	0	0											0
3 WAY	0	0											0
CALL RELEASE	0	0											0
SPEED DIAL	0	0											0
RATES	0	0											0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0



2014 – 2015 TRS FCC Annual Consumer Summary Log DISTRICT OF COLUMBIA RELAY SERVICE **AT&T Relay Service**

June 2014 – Nothing to report.

July 2014- Nothing to report.

August 2014 - May 2015 - CONTRACT TRANSITION TO NEW PROVIDER

FLORIDA RELAY SERVICES 2014 - 2015 TRS FCC ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



				2014						2015			
FLORIDA	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	1	0	0	0	0	0	0	Contract t	ransition		1
TTY	0	0	0	0	0	0	0	0	0				0
TOTAL	0	0	1	0	0	0	0	0	0				1

FLORIDA RELAY SERVICE

Summary by Category

				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	1	0		0	0	0	0	Contract t	ransition		1
SPEED OF ANSWER	0	0	0	0	0	0	0	0	0				0
CA CHANGE	0	0	0	0	0	0	0	0	0				0
CA GENDER	0	0	0	0	0	0	0	0	0				0
VERBATIM	0	0	0	0	0	0	0	0	0				0
REAL TIME	0	0	0	0	0	0	0	0	0				0
60 WPM	0	0	0	0	0	0	0	0	0				0
911	0	0	0	0	0	0	0	0	0				0
COC	0	0	0	0	0	0	0	0	0				0
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0	0				0
SEQUENCE	0	0	0	0	0	0	0	0	0				0
3 WAY	0	0	0	0	0	0	0	0	0				0
CALL RELEASE	0	0	0	0	0	0	0	0	0				0
SPEED DIAL	0	0	0	0	0	0	0	0	0				0
RATES	0	0	0	0	0	0	0	0	0				0
Total	0	0	1	0	0	0	0	0	0	0	0	0	1



2014 – 2015 TRS FCC Annual Consumer Summary Log FLORIDA RELAY SERVICE

June 2014 - Nothing to report.

July 2014 – Nothing to report.

August 2014

Voice 2014, August 19 (Availability)

The customer complained that he/she was unable to place his/her call through Florida Relay.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, August 19

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 – Nothing to report.

January 2015 – Nothing to report.

February 2015 – Nothing to report.

March 2015 - May 2015 - CONTRACT TRANSITION TO NEW PROVIDER

FLORIDA CAPTEL RELAY SERVICE

2014 - 2015 FCC Annual Consumer Summary Log



CapTel

June 2014

Nothing to report

July 2014

Nothing to report

August 2014

CapTel 2014, August 15

Customer reported she is unable to receive calls from a particular caller.

Category: Availability

Resolution: Apologized; CSR placed test call and customer confirmed call came thru. Further

discussion revealed customer may have provided call with incorrect caption service.

Contact Closed: 2014, September 4

FCC: Availability

CapTel 2014, August 18

Customer reported receiving no captions on a previous call.

Category: Availability

Resolution: Apologized; CSR sent call information to call center for review. Center found there

was a technical issue during the time of the call, which had since been fixed

Contact Closed: 2014, August 19

FCC: Availability

CapTel 2014, August 18

Customer was unable to communicate with 911.

Category: 911

Resolution: Apologized; CSR sent customer a letter explaining that when calling 911 from a

CapTel 840 in 1-line mode, phone will covert to VCO.

Contact Closed: 2014, August 19

FCC: 911

FLORIDA CAPTEL RELAY SERVICE

2014 - 2015 FCC Annual Consumer Summary Log



CapTel 2014, August 22

Customer reported not being able to call into the CapTel phone

Category: Availability

customer that the CapTel 800 is not designed for digital use and she needs to acquire an analog **Resolution:** Apologized; troubleshooting revealed the line type is digital cable. CSR advised

Contact Closed: 2014, August 22

FCC: Availability

September 2014

CapTel 2014, September 10

Customer reported difficulty using the CapTel phone.

Category: Availability

Resolution: CSR apologized and advised customer we experienced a brief technical difficulty

that is now resolved. The CSR placed test calls which were successful.

Contact Closed: 2014, September 10

FCC: Availability

CapTel 2014, September 15

Customer reported experiencing inaccurate captions during a call.

Category: CA

Call Center management to follow-up and discuss with the CA by the CA's supervisor. Resolution: CSR apologized and thanked customer for the feedback. Call detail was shared with

Contact Closed: 2014, October 2

.C: CA

October 2014

CapTel 2014, October 9

Customer reported seeing words similar to what had been spoken, appear in her captions.

Category: CA

recognition technology to generate captions of everything the caller says, and how the Resolution: CSR apologized and advised the customer that the captionist uses voice

technology works.

Contact Closed: 2014, October 15

FCC: CA

FLORIDA CAPTEL RELAY SERVICE

2014 - 2015 FCC Annual Consumer Summary Log



CapTel 2014, October 25

Customer reported no captions when captioning a voice mail message

Category: Availability

experience. Call detail was shared with Call Center management for discussion with the CA by Resolution: CSR apologized for the incident and thanked customer for reporting their

CA's supervisor.

Contact Closed: 2014, November 4

FCC: Availability

November 2014

Nothing to report

December 2014

CapTel 2014, December 4

Customer's neighbor reported that the customer saw "waiting for CapTel Operator".

Category: Availability

Resolution: CSR apologized for the incident and advised that the customer should remain on

the line to be connected with the next available captionist.

Contact Closed: 2014, December 1

FCC: Availability

January 2015

Nothing to report

FLORIDA RELAY SERVICES 2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS - CapTel



June 1, 2014 through January 31, 2015

				2014						2015			
Florida	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
CapTel	0	0	4	2	2	0	1	0	0	0	0	0	9

Florida Complaint Summary by Category - CapTel

				2014						2015			
Complaint Category	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
Availability			3	1	1		1						6
Speed of Answer													0
CA Change													0
CA Gender													0
Verbatim													0
Real Time													0
60 WPM													0
911			1										1
COC													0
CA				1	1								2
Sequence													0
3-way													0
Call Release													0
Speed Dial													0
Rates													0
Total	0	0	4	2	2	0	1	0	0	0	0	0	9



FCC Annual Consumer Complaint Summary Log JUNE 2014 through JANUARY 2015

June 2014

Nothing to report

July 2014

Nothing to report

August 2014

Nothing to report

September 2014

Nothing to report

October 2014

Nothing to report

November 2014

Nothing to report

December 2014

Nothing to report

January 2015

Nothing to report

MICHIGAN CAPTEL RELAY SERVICE



Annual Consumer Complaint Summary Log - Captel June 2014 - January 2015

CapTel	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Total
Availability	0	0	0	0	0	0	0	0					0
Speed of Answer	0	0	0	0	0	0	0	0					0
CA Change	0	0	0	0	0	0	0	0					0
CA Gender	0	0	0	0	0	0	0	0					0
Verbatim	0	0	0	0	0	0	0	0					0
Real Time	0	0	0	0	0	0	0	0					0
60 WPM	0	0	0	0	0	0	0	0					0
911	0	0	0	0	0	0	0	0					0
coc	0	0	0	0	0	0	0	0					0
CA	0	0	0	0	0	0	0	0					0
Sequence	0	0	0	0	0	0	0	0					0
3 Way Calling	0	0	0	0	0	0	0	0					0
Call Release	0	0	0	0	0	0	0	0					0
Speed Dial	0	0	0	0	0	0	0	0					0
Rates	0	0	0	0	0	0	0	0					0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0



2014 – 2015 TRS FCC Annual Consumer Summary Log MICHIGAN RELAY SERVICE

June 2014

TTY 2014, June 24

(coc)

The customer complained that his/her long distance calls are not going through.

Category: Other (Misc)

Escalation: Received by the Pennsylvania Relay Center and handled by the same

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, June 24

FCC: Carrier of Choice

July 2014 – Nothing to report.

August 2014 – Nothing to report.

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 – Nothing to report.

January 2015 – Nothing to report.

February 2015 - May 2015 - CONTRACT TRANSITION TO NEW PROVIDER

MICHIGAN RELAY SERVICE 2014 - 2015 TRS FCC ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



				2014						2015			
MICHIGAN	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	Contract t	ransition			0
TTY	1	0	0	0	0	0	0	0					1
TOTAL	1	0	0	0	0	0	0	0					1

MICHIGAN RELAY SERVICE Summary by Category

				2014									
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	0	Contract t	ransition			0
SPEED OF ANSWER	0	0	0	0	0	0	0	0					0
CA CHANGE	0	0	0	0	0	0	0	0					0
CA GENDER	0	0	0	0	0	0	0	0					0
VERBATIM	0	0	0	0	0	0	0	0					0
REAL TIME	0	0	0	0	0	0	0	0					0
60 WPM	0	0	0	0	0	0	0	0					0
911	0	0	0	0	0	0	0	0					0
coc	1	0	0	0	0	0	0	0					1
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0					0
SEQUENCE	0	0	0	0	0	0	0	0					0
3 WAY	0	0	0	0	0	0	0	0					0
CALL RELEASE	0	0	0	0	0	0	0	0					0
SPEED DIAL	0	0	0	0	0	0	0	0					0
RATES	0	0	0	0	0	0	0	0					0
Total	1	0	0	0	0	0	0	0	0	0	0	0	1

PENNSYLVANIA RELAY SERVICES

2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS



June 1, 2014 through May 31, 2015

_				2014									
PENNSYLVANIA	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	Contract t	ransition				0
TTY	0	0	2	1	0	0	0						3
TOTAL	0	0	2	1	0	0	0						3

PENNSYLVANIA Summary by Category

				2014				2015					
Category	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	Contract t	ransition				0
SPEED OF ANSWER	0	0	0	0	0	0	0						0
CA CHANGE	0	0	0	0	0	0	0						0
CA GENDER	0	0	0	0	0	0	0						0
VERBATIM	0	0	0	0	0	0	0						0
REAL TIME	0	0	0	0	0	0	0						0
60 WPM	0	0	0	0	0	0	0						0
911	0	0	0	0	0	0	0						0
coc	0	0	2	1	0	0	0						3
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0						0
SEQUENCE	0	0	0	0	0	0	0						0
3 WAY	0	0	0	0	0	0	0						0
CALL RELEASE	0	0	0	0	0	0	0						0
SPEED DIAL	0	0	0	0	0	0	0						0
RATES	0	0	0	0	0	0	0						0
TOTAL	0	0	2	1	0	0	0	0	0	0	0	0	3



2014 – 2015 TRS FCC Annual Consumer Summary Log PENNSYLVANIA RELAY SERVICE

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014

TTY 2014, August 2 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, August 2

FCC: Carrier of Choice

TTY 2014, August 27 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, August 27

FCC: Carrier of Choice

September 2014

TTY 2014, September 7 (COC)

The customer complained that he/she is unable to place calls using his/her Carrier of Choice

Category: Other (Misc)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized and advised we would forward this issue to the technical team.

Contact Closed: 2014, September 7

FCC: Carrier of Choice

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 – Nothing to report.

January 2015 – May 2015 – CONTRACT TRANSITION TO NEW PROVIDER

TENNESSEE RELAY SERVICES 2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



1	2014												
TENNESSEE	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

TENNESSEE RELAY SERVICE Summary by Category

				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED OF ANSWER	0	0	0	0	0	0	0	0	0	0	0	0	0
CA CHANGE	0	0	0	0	0	0	0	0	0	0	0	0	0
CA GENDER	0	0	0	0	0	0	0	0	0	0	0	0	0
VERBATIM	0	0	0	0	0	0	0	0	0	0	0	0	0
REAL TIME	0	0	0	0	0	0	0	0	0	0	0	0	0
60 WPM	0	0	0	0	0	0	0	0	0	0	0	0	0
911	0	0	0	0	0	0	0	0	0	0	0	0	0
coc	0	0	0	0	0	0	0	0	0	0	0	0	0
CA SPELL-TYPE-GENDER	0	0	0	0	0	0	0	0	0	0	0	0	0
SEQUENCE	0	0	0	0	0	0	0	0	0	0	0	0	0
3 WAY	0	0	0	0	0	0	0	0	0	0	0	0	0
CALL RELEASE	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED DIAL	0	0	0	0	0	0	0	0	0	0	0	0	0
RATES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0



2014 – 2015 TRS FCC Annual Consumer Summary Log **TENNESSEE RELAY SERVICE**

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014 – Nothing to report.

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 – Nothing to report.

December 2014 - Nothing to report.

January 2015 – Nothing to report.

February 2015 – Nothing to report.

March 2015 – Nothing to report.

April 2015 – Nothing to report.

May 2015 – Nothing to report.

VIRGINIA RELAY SERVICE 2014 - 2015 ANNUAL SUMMARY OF CONSUMER COMPLAINTS June 1, 2014 through May 31, 2015



		2014							2015						
VIRGINIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL		
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0		
TTY	0	0	0	0	0	0	0	0	0	0	1	0	1		
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	1		

VIRGINIA RELAY SERVICE Summary by Category

				2014						2015			
CATEGORY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
AVAILABILITY	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED OF ANSWER	0	0	0	0	0	0	0	0	0	0	0	0	0
CA CHANGE	0	0	0	0	0	0	0	0	0	0	0	0	0
CA GENDER	0	0	0	0	0	0	0	0	0	0	0	0	0
VERBATIM	0	0	0	0	0	0	0	0	0	0	0	0	0
REAL TIME	0	0	0	0	0	0	0	0	0	0	0	0	0
60 WPM	0	0	0	0	0	0	0	0	0	0	0	0	0
911	0	0	0	0	0	0	0	0	0	0	0	0	0
coc	0	0	0	0	0	0	0	0	0	0	0	0	0
CA SPELL-TYPE-GRAMMAR	0	0	0	0	0	0	0	0	0	0	1	0	1
SEQUENCE	0	0	0	0	0	0	0	0	0	0	0	0	0
3 WAY	0	0	0	0	0	0	0	0	0	0	0	0	0
CALL RELEASE	0	0	0	0	0	0	0	0	0	0	0	0	0
SPEED DIAL	0	0	0	0	0	0	0	0	0	0	0	0	0
RATES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	1	0	1



VIRGINIA RELAY SERVICE 2014 – 2015 FCC Annual Consumer Summary Log

June 2014 – Nothing to report.

July 2014 – Nothing to report.

August 2014 – Nothing to report.

September 2014 – Nothing to report.

October 2014 – Nothing to report.

November 2014 - Nothing to report.

December 2014 - Nothing to report.

January 2015 – Nothing to report.

February 2015 – Nothing to report.

March 2015 – Nothing to report.

April 2015

TTY 2015, April 13 (CA Spell-Type-Grammar)

correct the words. The customer complained that the CA misspelled words and there was a lot of back spacing to

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager

would follow up accordingly.

Contact Closed: 2015, April 13

May 2015 - Nothing to report.